

HFS Illinois Client Enrollment Broker Client Enrollment Policy

The following Illinois Client Enrollment Broker (ICEB) Client Enrollment Policies are effective **October 1, 2007**. These policies apply to all Illinois Health Connect (IHC) Primary Care Providers (PCPs), including FQHCs, RHCs and ERCs, and Managed Care Organizations (MCO's) and their representatives.

ICEB Client Enrollment Forms

The ICEB will no longer accept ICEB Client Enrollment Forms that have been printed by providers or MCOs. ICEB will only accept ICEB Client Enrollment Forms that are pre-populated by Automated Health Systems and are mailed to the client as part of the client education and enrollment packet, or upon request by the client.

An IHC PCP or MCO may assist a client in completing his or her pre-populated ICEB Client Enrollment Form. If a client receives assistance, the representative must ensure that the client identifies in the space provided on the enrollment form that the client has received assistance, and provide the name, title and ID (if applicable) of the representative assisting the client in completing the form.

ICEB Online Client Enrollment via the ICEB Website

IHC PCPs and MCOs may only assist clients to enroll on the ICEB website, if the client is present (in person) and requests assistance. Online enrollment of a client that is on the phone or via an enrollment form by a representative is strictly prohibited.

- A client may enroll online using a computer in your office.
- A representative must identify if a client is eligible to pick a medical home. Individuals in the excluded population cannot enroll.
- Before assisting a client to enroll online, a representative must ensure that the client has received education on and understands all of their health care choices. The representative will educate the client by using the ICEB Information Guide and other materials made available via the ICEB website or by HFS.
- A representative must have the client complete and sign the "Statement of Understanding Form" when assisting a client to enroll online. By completing the Statement of Understanding, the client is confirming that they were told about all of their health care choices, received information on all of their health care choices, understand all of their health care choices and desires to enroll the family members listed with the medical home(s) they have picked.
- The "Statement of Understanding Form" must be kept on file by the IHC PCP or MCO assisting the client to enroll online. The IHC PCP or MCO must provide copies of the "Statement of Understanding Forms" to HFS and the ICEB upon request.
- If a representative is assisting a client to enroll online, the client must complete the online "Assistance Information Screen" by clicking on the box marked "Yes", and completing the following fields:
 - o Name of person assisting you to enroll.
 - o Title, if applicable
 - o ID, if applicable
 - o Organization (If your organization is not listed, instruct the client to click on "Other".)

- At any time a client can call the ICEB Helpline for assistance in obtaining education and/or assisting the client in picking or enrolling in their medical home.
 - Clients that live in Adams, Brown, Cook, Henry, Jackson, Kane, Madison, Mercer, Perry, Pike, Randolph, Rock Island, Scott, St. Clair, Washington, or Williamson County can call the ICEB Client Helpline at 1-877-912-8880 (TTY: 1-866-565-8576). The call is free.

ICEB Client Helpline

At any time, a client may call the ICEB Client Helpline or an IHC PCP or MCO may transfer a client to the ICEB Client Helpline for assistance in selecting or changing a health plan and PCP. A client may also call the ICEB Client Helpline using a phone in any provider's office. When a client calls or is transferred to the ICEB Client Helpline, the ICEB Customer Service Representative will confirm that the client has received information on all of their health care choices and will offer additional education. When educating a client of their health care choices, the IHC PCP or MCO must ensure that the client has received education on and understands all of their health care choices, has confirmed that the client is eligible to pick a health plan and PCP, and that the client understands that they can call the ICEB

Client Helpline for assistance in obtaining education and/or assisting the client in picking or enrolling in their medical home. Clients that live in Adams, Brown, Cook, Henry, Jackson, Kane, Madison, Mercer, Perry, Pike, Randolph, Rock Island, Scott, St. Clair, Washington, or Williamson County can call the ICEB Client Helpline at 1-877-912-8880 (TTY: 1-866-565-8576). The call is free.